User manual

Application and users management

For company administrators

October 14, 2021

Table of Contents

Application and users management

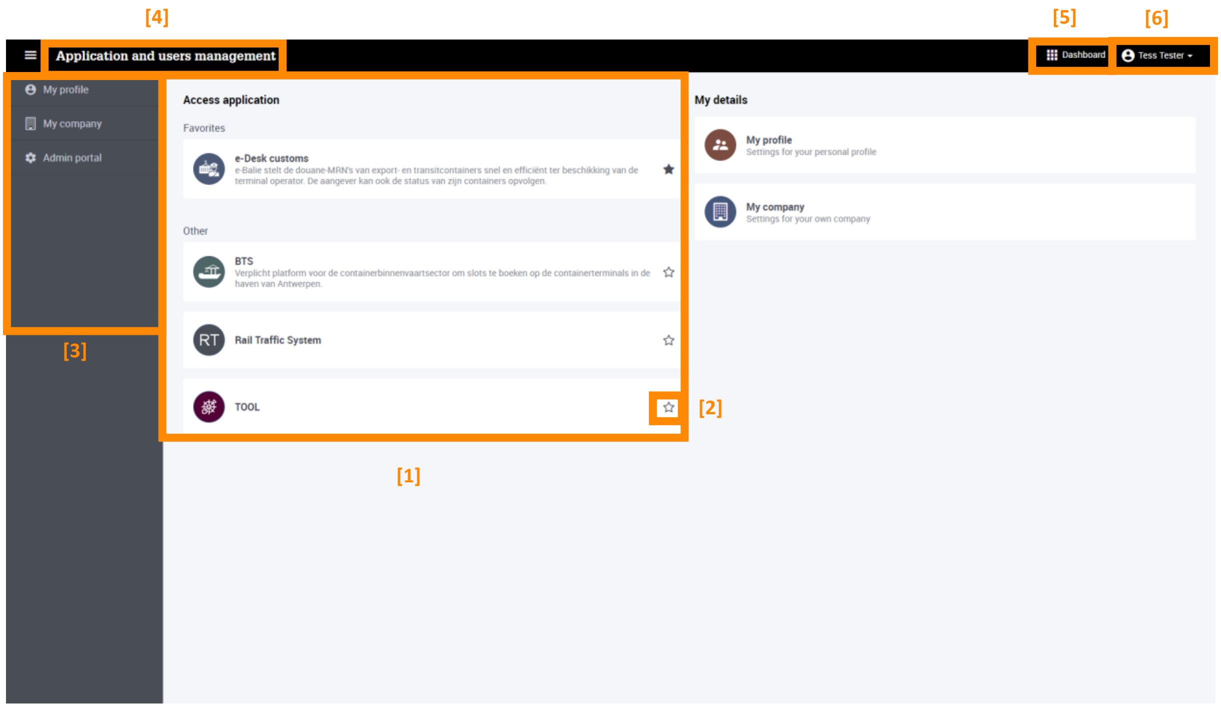
1. Dashboard

The 'Application and users management' application is used to easily access your C-point applications and it also includes your personal and company details.

As the company admin, you can also manage the users of your company who have access to your application via this module.

The dashboard provides quick links to the applications of C-point and Port of Antwerp to which you already have access. [1]

If you have access to more than one application, it can be useful to indicate your most used applications as favourites by clicking on the asterisk. [2] Your favourite applications always appear at the top of the overview.



You can navigate between the different tabs via the menu on the left, or by clicking on one of the tiles on the dashboard. [3]

The following tabs are available for you:

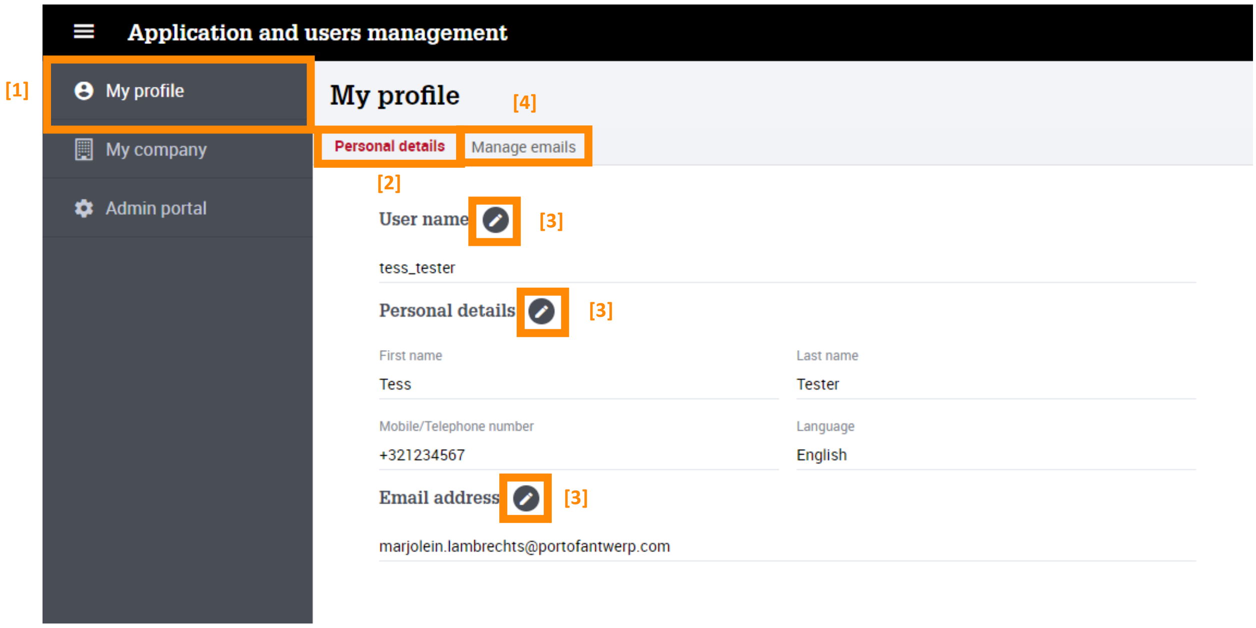
- 'My Profile' - This is where you can manage your personal information.
- 'My Company' - This is where you can find the details of your company, as well as the main users and their contact details.
- 'Admin Portal':
    a. 'My Users' - This is where you can manage the users of your applications, and accept new user registrations.
    b. 'Applications' - This is where you can manage different settings for the applications you have access to.

To return to the main page at any time, click 'Application and Users Management' [4] or ‘Dashboard’ [5].

To log out, click your name in the upper right corner and then ‘log off’. [6]

2. My Profile

In the 'My Profile' tab [1], you can view your personal details, and change them if necessary, and manage your email preferences.



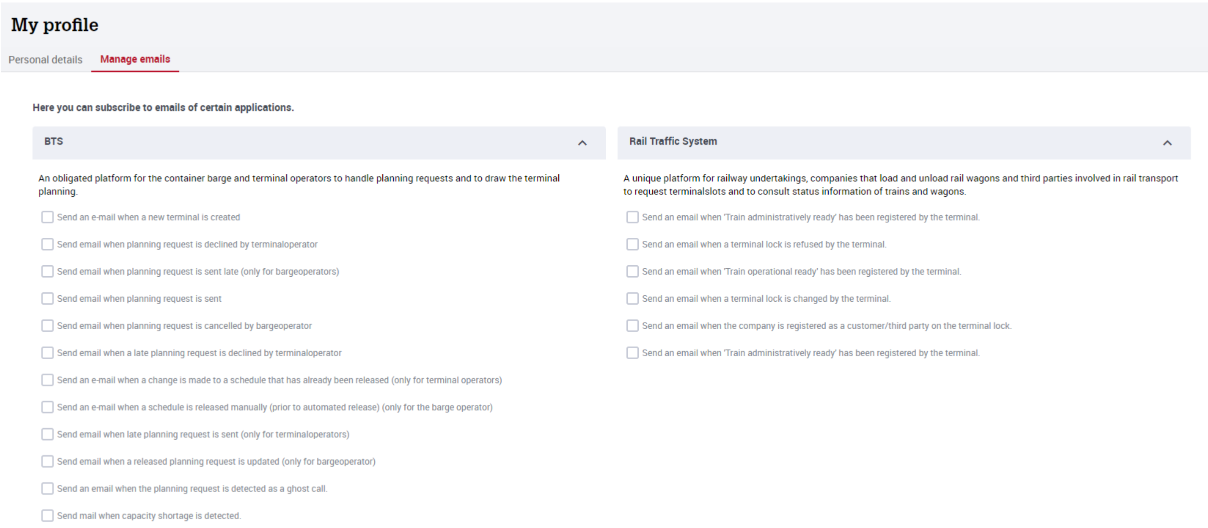
Via the subtab 'Personal details' [2] you can change your personal details, such as username, language preference and e-mail address, by clicking on the pen icon. [3]

The language you specify in 'My Profile' determines the language in which the applications you have access to are listed.

If you change your email address, an email will be sent to the new email address to confirm the change. As long as the change has not been confirmed, the old e-mail address will be shown in the application.

In the 'Manage emails' subtab [4], you can define the situations in which you want to receive automatic emails from the applications to which you have access.

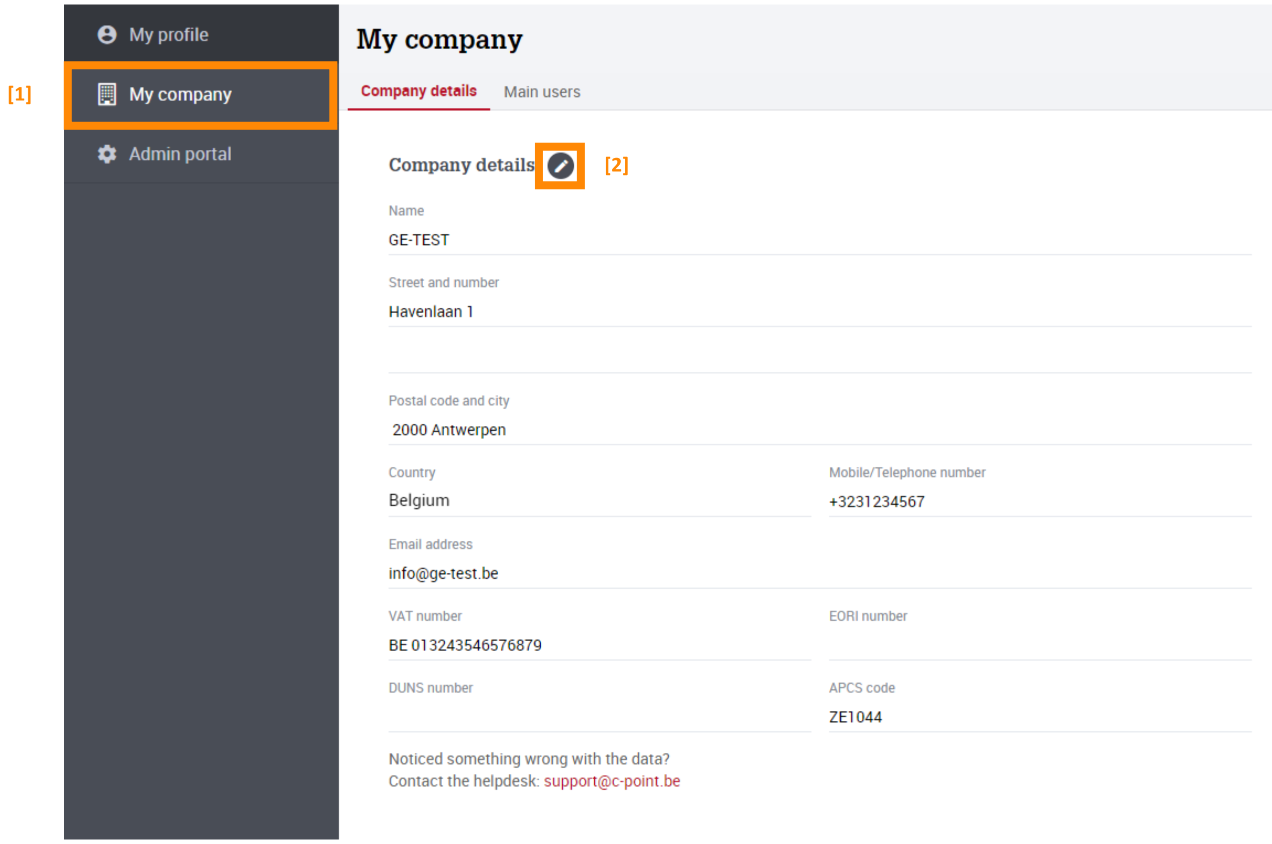
The options shown depend on the applications for which you are registered.



3. My Company

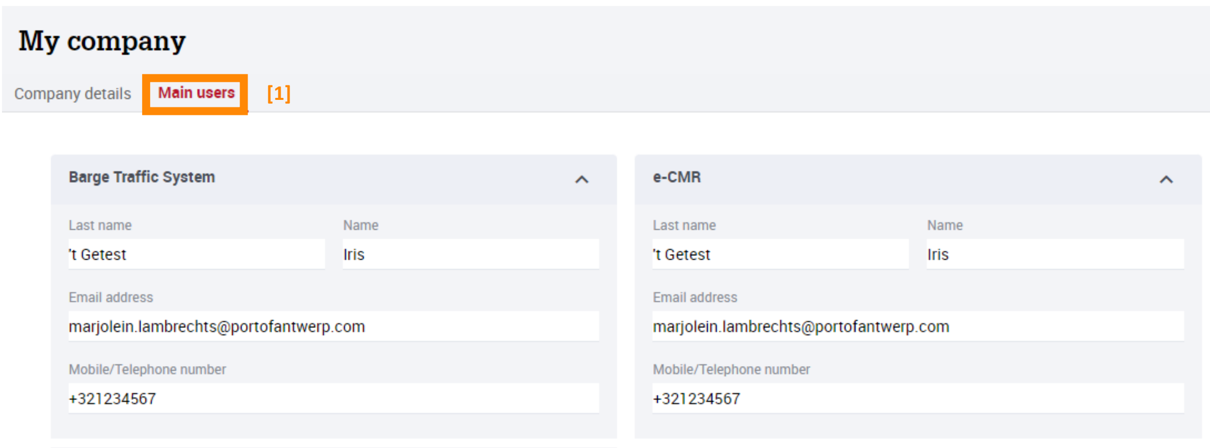
In the 'My Company' tab [1], you can view the details of your company and change them if necessary (except for the identification codes, i.e. EORI, DUNS, VAT, APCS), as well as the designated company admins of your company and their contact details.

You can change your company details by clicking on the pen icon. [2]



Via the subtab 'Company admins' [2] you can check per application who the other company admins of your company are and you will also find their contact details.

All users of your company can consult this information.



4. Admin Portal

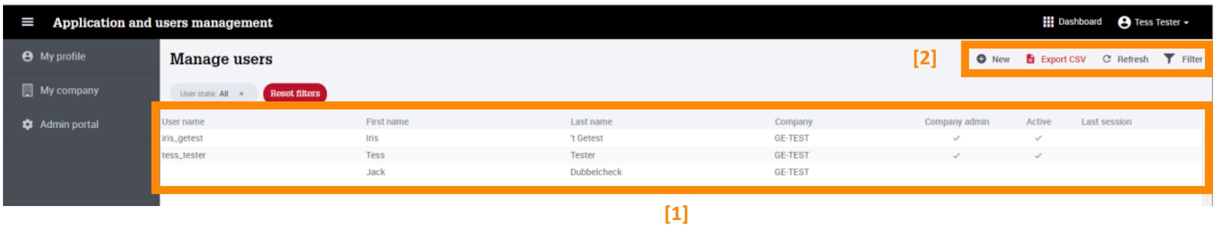
Via the tab 'Admin Portal' you as the company admin can view and manage the users and application settings of your company.

4.1. My Users

In the 'My Users' tab, you can manage the users for each application of which you are a company administrator.

4.1.1. Manage users

In the 'Manage Users' subtab, you can find an overview of your company’s users.



When you open this tab, a list of all users appears [1].

Some important parameters are shown:

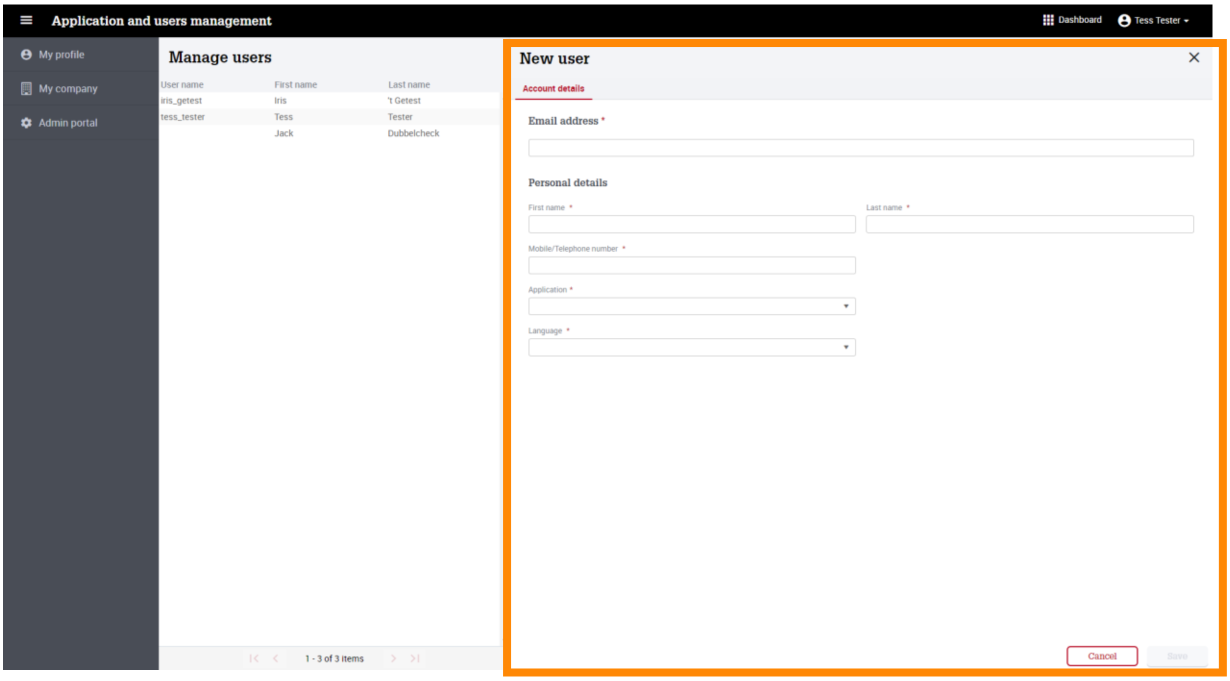
- The term ‘Company Admin' indicates whether a user can manage his or her company’s users, or request additional activities and application codes for the applications to which he or she has access.
- The indication 'Active' shows whether the user is still active at your company. (Inactive users no longer have access to applications from C-point and the Antwerp Port Authority and will be automatically deleted over time.)
- The 'Last session’ column shows when the user last logged into an application. This column is only filled in if you have selected an application via the filter screen.

A number of available actions are shown top right [2].

- Click 'Reload' to update the list.
- With the 'Export CSV' button you can export the list of users.
- Click 'New' to invite a new user in your company to use an application.
- Click 'Filter' to filter the list of users.

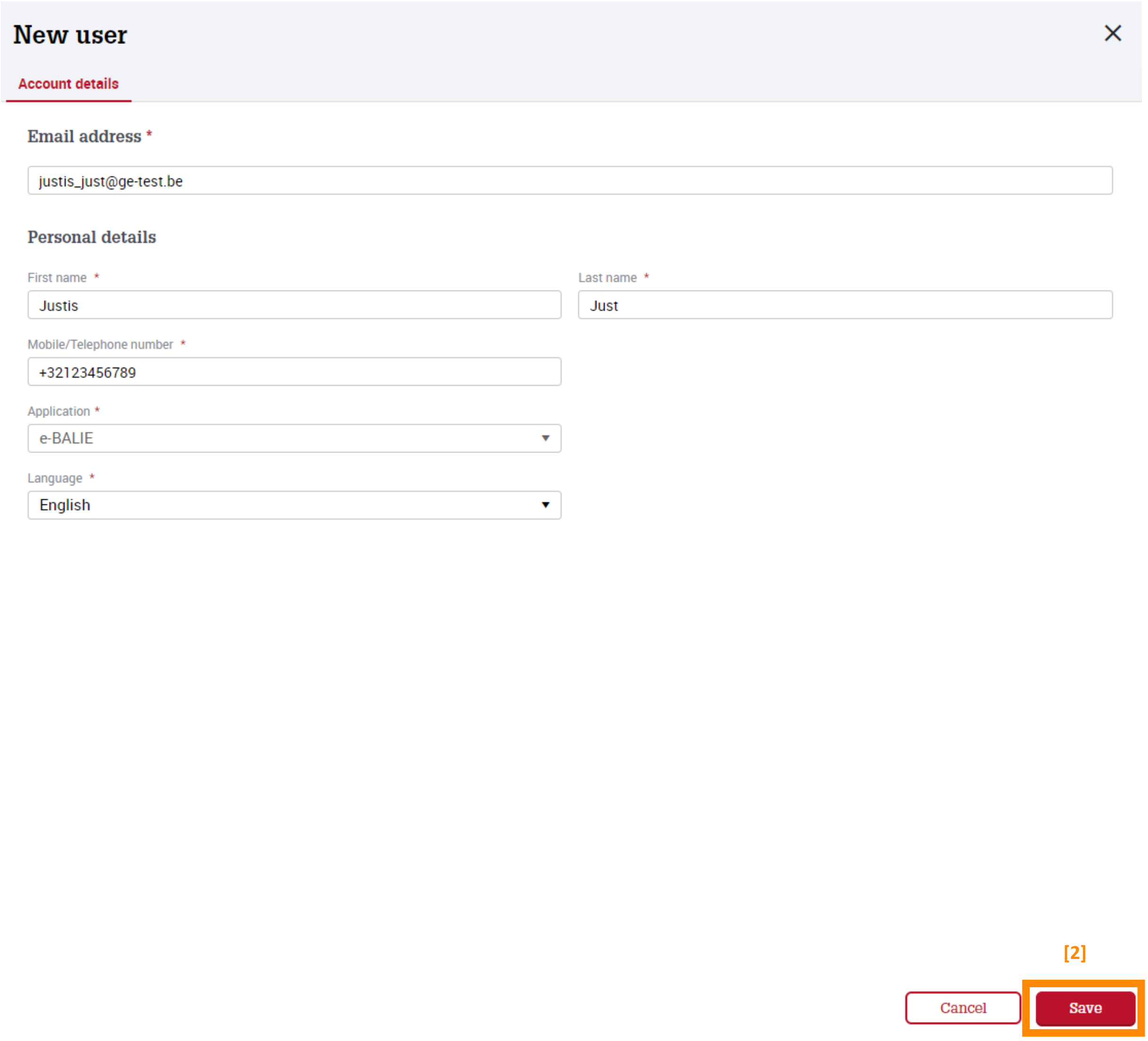
4.1.1.1. Invite a new user

Click 'New' to open a details window on the right where you can enter the details of the new user [1]. You can invite a new user in your company for an application with this window.



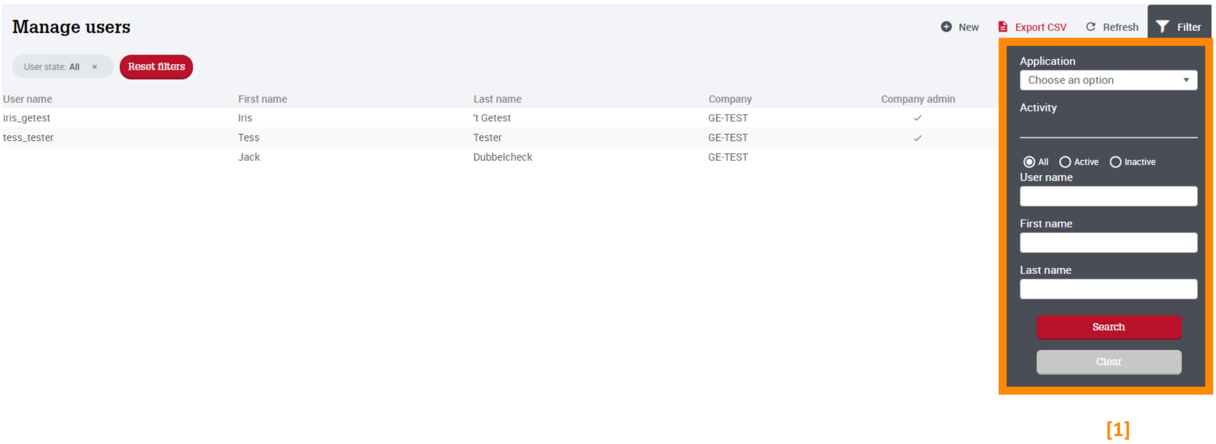
[1]

Fields marked with an asterix are required. After entering all the required information, the 'Save' button appears [2].



After clicking 'Save', an email is sent to the invited user with an activation link for activating his or her account.

4.1.1.2. *Filter list*



Click the 'Filter' button to open a list of parameters on the right side of the screen that can be used to filter the list of users [1].

All fields are optional, so you can decide how many parameters you use for filtering.

You can only filter for applications of which you are the company administrator.

The filter fields for username, first name and last name work with “contains: ‘…’ ”.

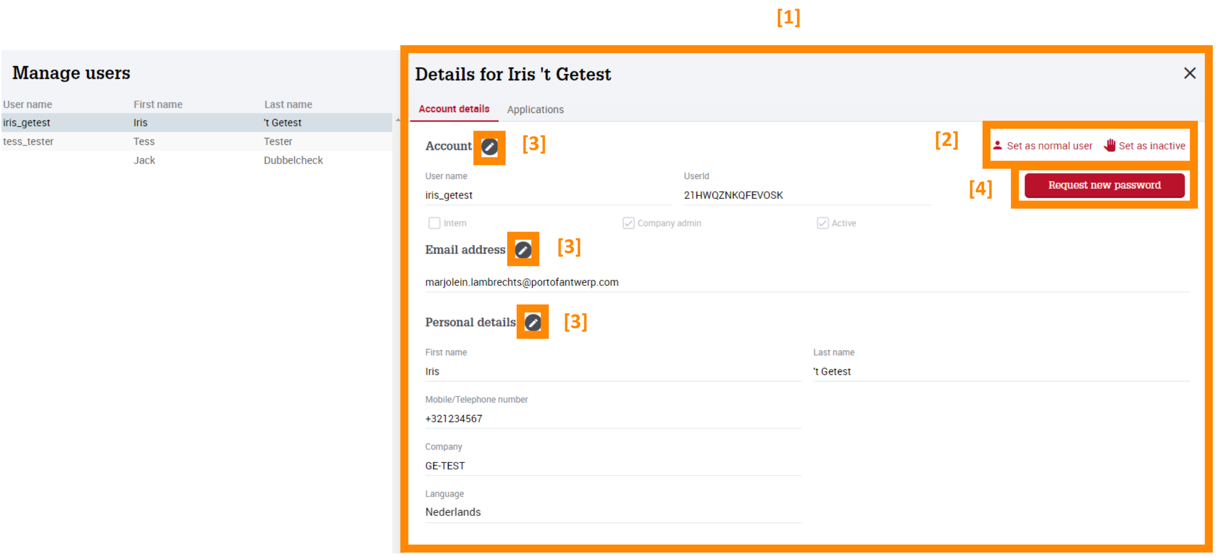
Click ‘Search’ to reload the user list with the parameters you have entered.

Click ‘Reset' to remove all the entered parameters and close the filter window.

4.1.1.3. *View and manage user details*

To view more information about a user or change the user’s details, select the user’s line. A details window opens on the right side of the screen [1].

Depending on whether the user is active or inactive, you can carry out other actions via the details window.



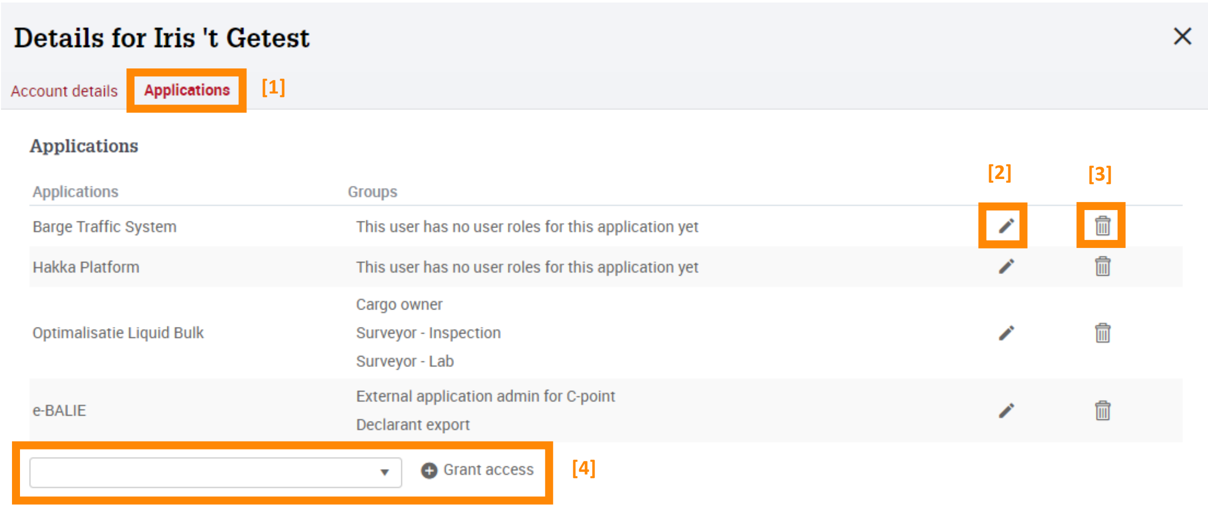
Details can be managed using the action buttons in the top right corner [2]:

- Make a normal user a company administrator or vice versa.
- Switch the user between active and inactive.

The user's personal details can be changed via the pin next to the user's name [3].

Underneath the details buttons, you can request a new password for the user, or send a new email with an activation link for an inactive user. [4] In both cases, the user will receive an email.

Via the pin icon in the 'Applications' tab [1], you can link user roles for each application the user has access to. [2]

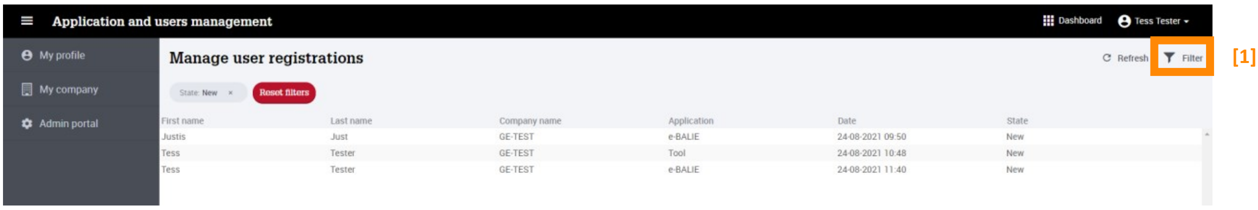


You can remove the user's access to an application with the trash icon. [3]

Extra applications can be added for the user with the dropdown menu. [4] You can only add an application to a user if you are a company admin for this application.

4.1.2. Manage user registrations

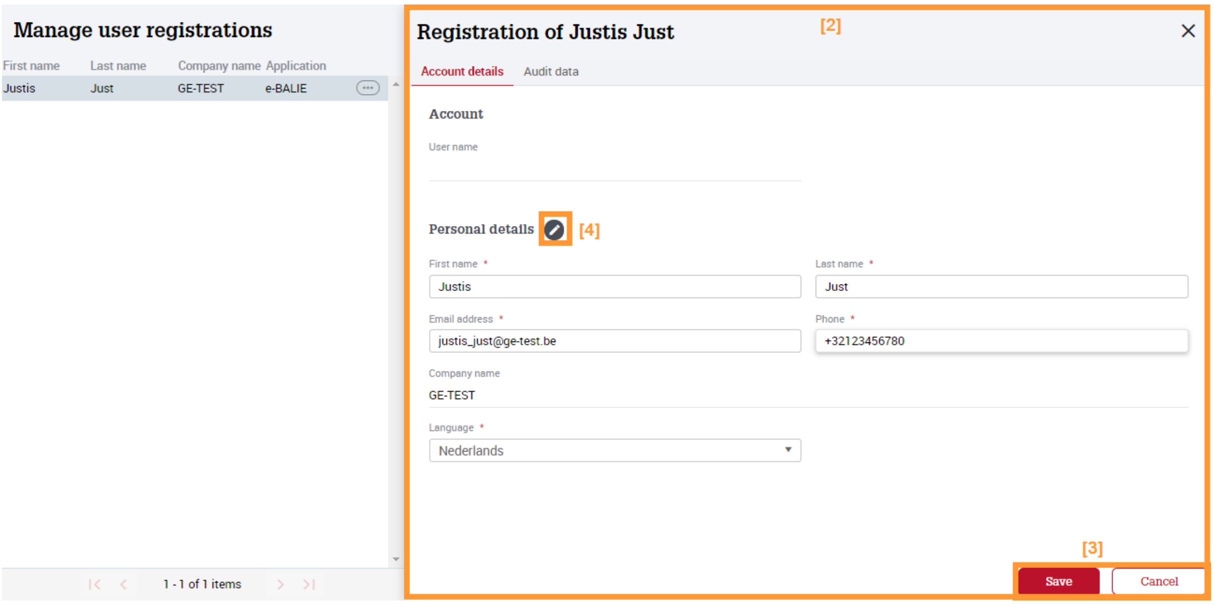
The 'Manage user registrations' subtab contains requests by new users in your company for access to one of the applications of which you are the company administrator.



Registrations are placed in 4 categories: new, accepted, rejected and activated.

The list only shows 'new' (awaiting processing) as default. Click the 'Filter' button to open a list of parameters on the right side of the screen that can be used to filter the list of registrations. [1]

Click a request to open a details window [2].

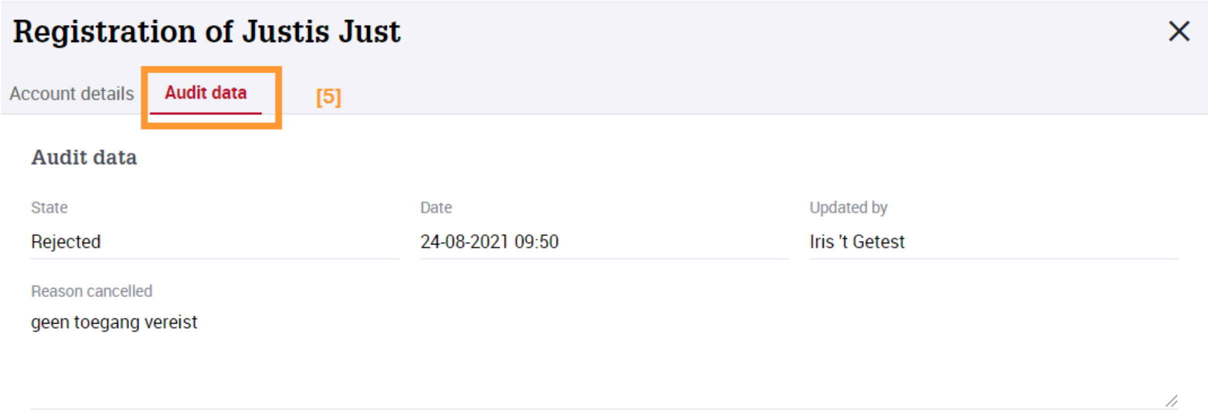


You can accept or reject a request underneath the details window. [3] In both cases, an email is sent to the user.

By clicking the pen icon you can edit the personal details of the user if necessary. [4]

When you decline a request, you will be asked to write down a reason that will be included in the email to the user.

You can also consult the reason for rejection in the details screen of the registration by opening the tab 'Application request'. [5]



TIP

In applications that work with company administrators who manage users in their company, user registrations have to be dealt with by the company administrator of the company.

The company administrator receives an email every time a new user requests access to an application.

Aren't you the (only) right person to handle new user registrations for your company? Please assign another company administrator for your company (see 4.1.1.3.).

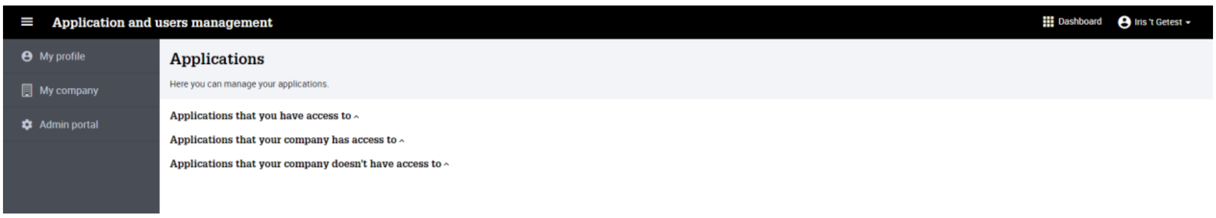
4.2. Applications

In the 'Applications' tab, you can manage your applications. You can request additional company activities and application codes here, and assign user roles to yourself and users in your company.

4.2.1. Manage applications

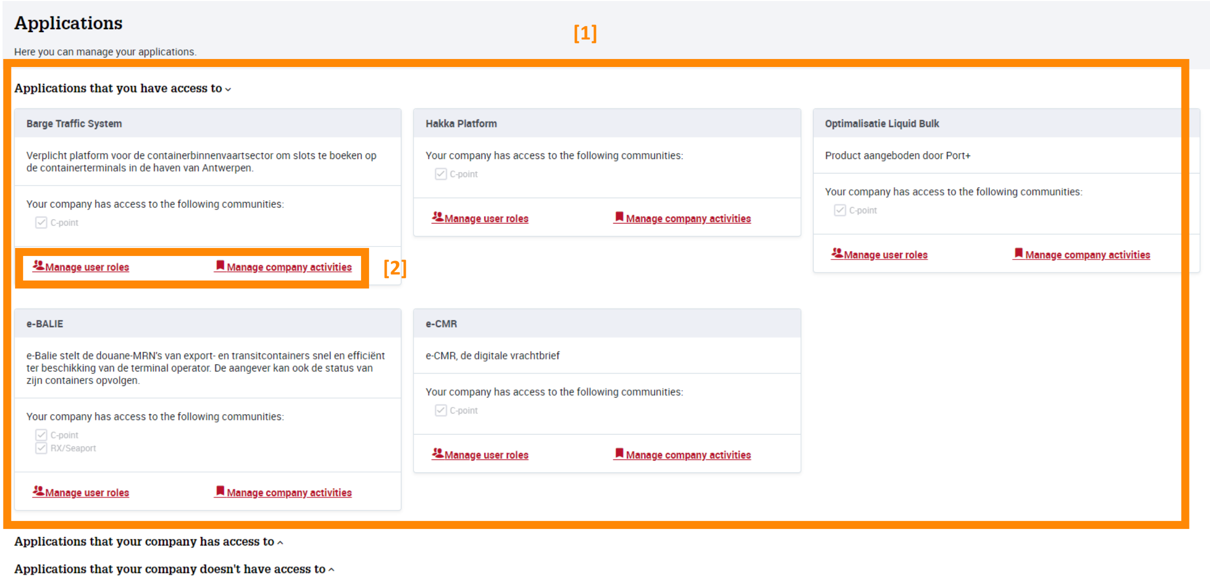
In the subtab 'Manage applications' you can find all the applications that are offered, subdivided according to the access you have.

You can change settings, and change and remove user roles for each application you have access to. If you do not yet have access to the application, you can request access via this subtab.



4.2.1.1. Applications to which you have access

This group contains all applications to which you have personal access [1].



All applications which you have access to are listed here. You can carry out actions separately for each application [2].

Depending on the application, various actions are available:

- Manage emails
- Manage company activities
- Manage user roles
- Manage application codes

Each of these actions can also be found in another subtab under the 'Applications' tab in the ‘Admin Portal’.

If you click one of the actions on this page, you will be forwarded to the relevant subtab, filtered according to the application you selected.

More information can be found in the chapters on the relevant subtabs.

4.2.1.2. *Applications which your company has access to*

This group contains all applications to which your company has access [1].

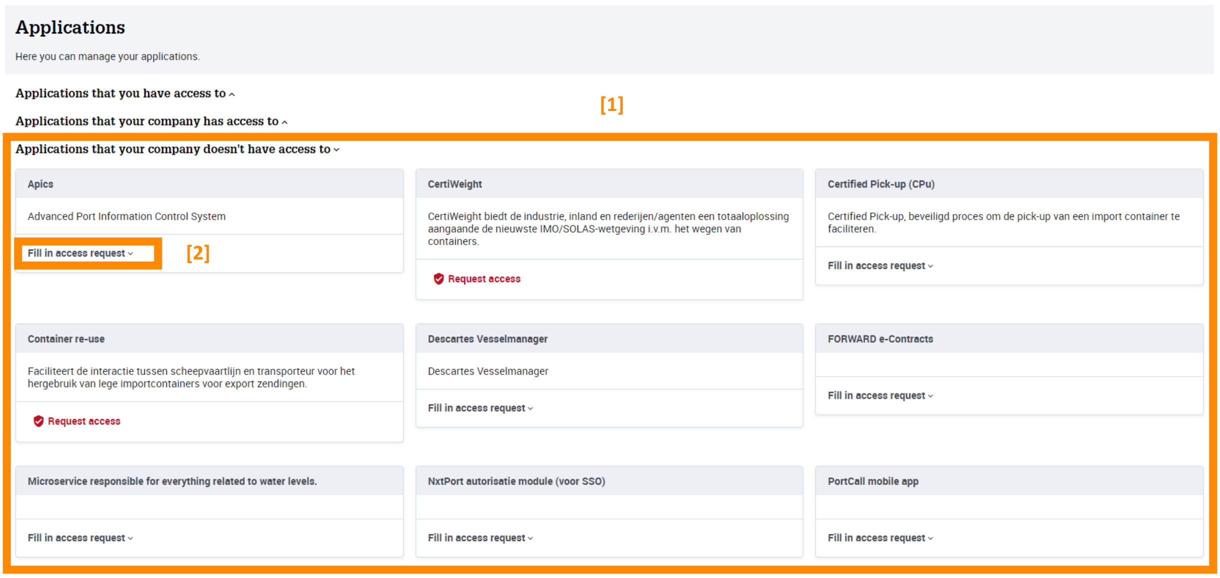
You can request access to these applications by clicking 'Request access' [2].

If you request access, the 'Request access' turns black. [3]

Before you gain access, your request must first be approved by a company administrator of your company. You will receive an e-mail as soon as the company admin handled your request.

4.2.1.3. *Applications to which your company does not have access*

This group contains all applications to which your company does not yet have access. [1]

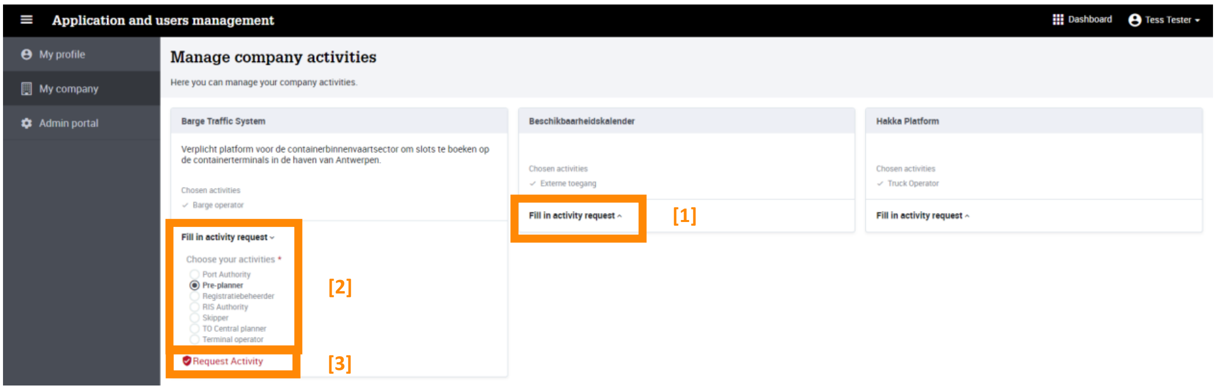


The only option available for these applications is to request access [2].

In this case, the request must always be approved by an application administrator.

4.2.2. Manage company activities

In the 'Manage company activities', subtab, you can request new company activities for an application which you have access to.



You can request additional company activities by clicking ‘Fill in activity request’ by the relevant application. [1]

A list appears of all company activities which you can request for the application concerned. [2]

The ‘Activity request’ button only becomes active after you selected an activity. [3]

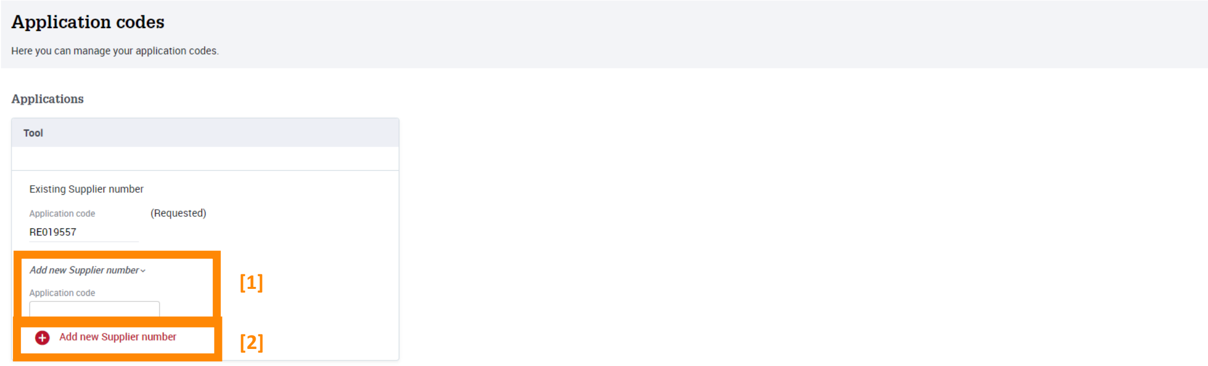
After the request is submitted, it must first be approved by the application administrator before you can use the application with this additional company activity. You will be informed by email when the request is approved.

4.2.3. Manage application codes

In the ‘Manage application codes' subtab, you can add application codes (RE codes and waste collector codes). You can indicate here the clients or waste collectors for which your company has power of attorney.

You can add a code to an application by clicking ‘Add new client code’. [1]

You can then add a new code and send a request to the application administrator. [2]



4.2.4. Manage user roles

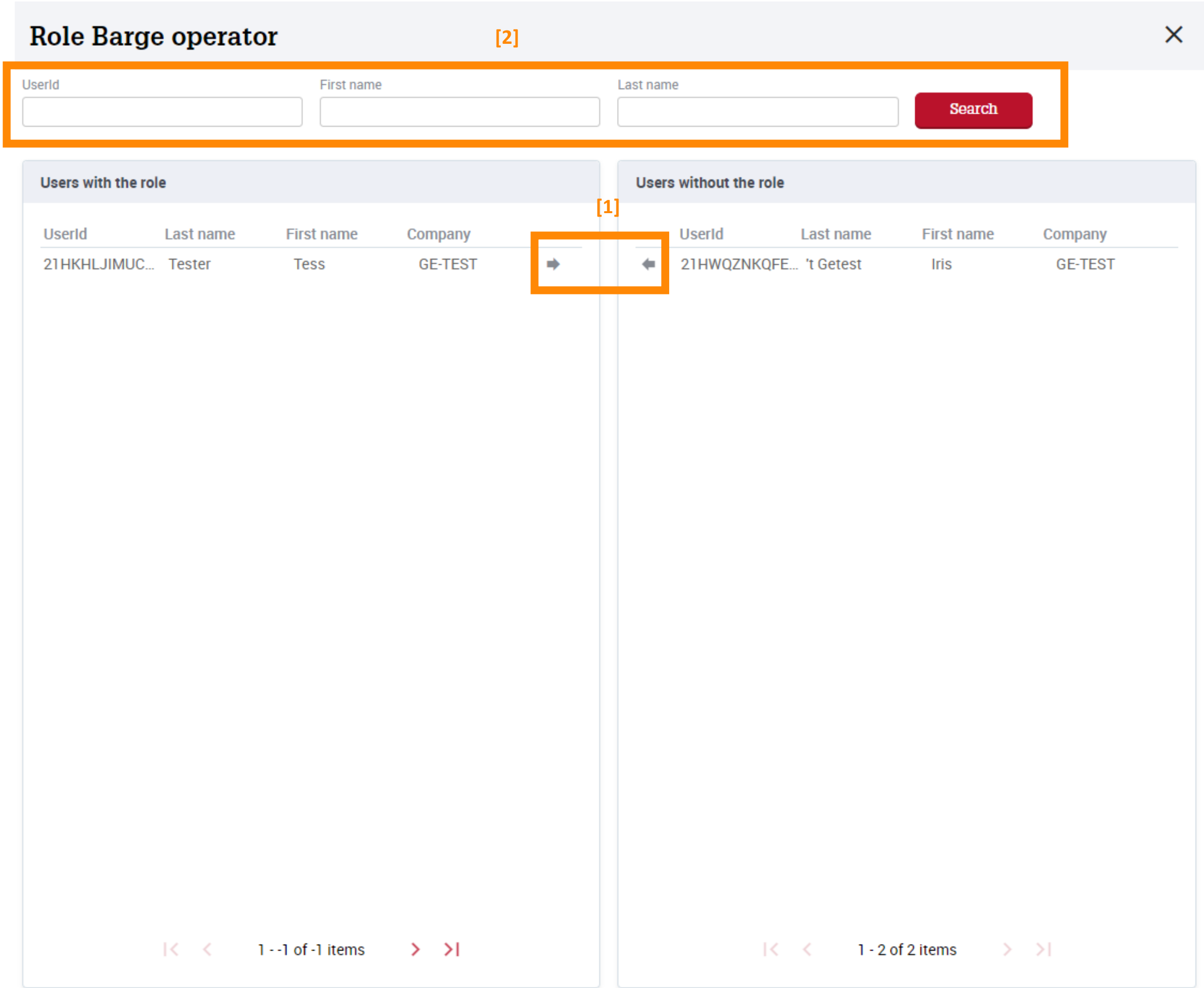
In the ‘Manage user roles’ subtab, you can assign or remove roles for yourself and your company’s users for each application of which you are a company administrator.

You must first use the filter field to select the application for which you want to manage user roles. [1]

After selecting an application, you are shown a list of all possible roles for the application. [2]

If you click on a user role, a new window opens on the right where you can add or remove users from the selected user role. [1]

- Add with
- Remove with



You can search for users by username, first name and/or surname. [2] Only users in your company who already have access to the selected application are shown here.

The user identification must be entered in full. The first name and surname can be partially entered.

Click 'Search' to reload the user list with the parameters you have entered.

Click 'Delete' to remove all entered parameters.

TIP

You can also link user roles to users via the 'Manage Users' tab.

After you are granted an additional company activity within an application, you must then assign the user roles linked to this activity to yourself and the users within your company.